

Records Management in Teams

Microsoft Teams can be a wonderful collaboration tool, but sometimes it is not so simple to use from a records management standpoint. Fortunately, when you combine IOT's Teams lifecycles with common business cases and add some basic records management you get Teams Types – a no cost, low tech, medium maintenance approach to managing records in Teams.

IOT TEAMS LIFECYCLES

Short Term Business Need - Short Term Business Teams are defined as centering on a specific project that has an identified lifecycle of 0 months to 6 months.

Long Term Business Need - Long Term Business Teams are defined as centering on a specific project that has an identified lifecycle of 6 months to 2 years.

Operational Need - Operational Teams are defined as a tool for ongoing operational team collaboration with an indefinite lifecycle.

Only contain files which are copies of originals saved and maintained outside of the Team or its associated SharePoint site, and in accordance with relevant Oversight Committee on Public Records (OCPR) approved retention schedules.

Undergo regular file clean ups during which old or unused files are deleted, and drafts are moved to an appropriate location external to Teams or its associated SharePoint site. It is a best practice to assign clean up responsibilities to one Team owner, and to set a cleaning schedule when the Team is initially set up. The best schedule for you will be determined by the volume of files and frequency of Team use. Before deleting files, always verify that the originals exist in or are copied to their proper external locations as described above.

IARA TEAMS BUSINESS CASES

TYPE 1: ADMINISTRATIVE TEAM

DEFINITION Administrative Teams are used to distribute information regarding the day to day operations of an agency, division, committee, or similar to staff or committee members. Administrative Teams do not create new original records of their own

LIFECYCLE Short Term, Long Term, or Operational.

RECORDS MANAGEMENT Administrative Teams should:

Generally, have conversations turned off for members.

The exception would be a "How To" Channel in which members can ask technical or similar questions, but which would not need to be retained longer than the lifespan of the Team.

TYPE 2: COLLABORATIVE TEAM

DEFINITION Collaborative Teams are project-based and tend to be devoted to a specific topic or theme and may have multiple agencies or external guests.

LIFECYCLE Short Term or Long Term.

RECORDS MANAGEMENT Collaborative Teams should:

Generally, have conversations turned on for members. However, it is a best practice to have discussions regarding any significant or major decisions outside of the Teams conversation. If this is not practical, make a note of any major decisions outside of the Team in order to have a ready reference once the Team is closed. Never use a Teams conversation as the sole record of any policy, legal, or similar decision or discussion.

Only contain files which are 1) copies of originals saved and maintained outside of the Team or its associated SharePoint site, and retained in accordance with applicable OCPD approved retention schedules, **or 2) are working drafts that will be moved outside of the Team** or its associated SharePoint site when a project is complete, and retained in accordance with applicable OCPD approved retention schedules.

Undergo regular file clean ups during which old or unused files are deleted, and drafts are moved to an appropriate location external to Teams or its associated SharePoint site. It is a best practice to assign clean up responsibilities to one Team owner, and to set a cleaning schedule when the Team is initially set up. The best schedule for you will be determined by the volume of files and frequency of Team use. Before deleting files, always verify that the originals exist in or are copied to their proper external locations as described above.

3. EXECUTIVE BUSINESS CASE

DEFINITION Executive Teams are used by management to collaborate on policy, legal concerns, or internal actions.

LIFECYCLE Operational lifecycle or Long Term. Rarely do Executive Teams have a Short Term lifecycle. In the event that a 0-6 month lifecycle is predicted, it is best to use a Channel within the larger Team.

RECORDS MANAGEMENT Executive Teams should:

Have conversations turned off or to rely on the conversation feature to a limited extent. Conversations surrounding files in the Executive Team should be

handled either via email, Teams chat, or captured in meeting minutes as these all create longer lived and more easily extracted records. Do not use Teams conversation as the sole record of any policy, legal, or similar decision or discussion.

Only contain files which are 1) copies of originals saved and maintained outside of the Team or its associated SharePoint site, and in accordance with applicable OCPD approved retention schedules, **or 2) are working drafts that will be moved outside of the Team** or its associated SharePoint site when the project is complete, and maintained in accordance with applicable OCPD approved retention schedules.

Undergo regular file clean ups during which old or unused files are deleted, and long-term (15 year or more) records are moved to an appropriate location external to Teams or its associated SharePoint site, to be managed in accordance with OCPD approved retention schedules. It is a best practice to assign clean up responsibilities to one Team owner, and to set a cleaning schedule when the Team is initially set up. The best schedule for you will be determined by the volume of files and frequency of Team use. Before deleting files, always verify that the originals exist in or are copied to their proper external locations as described above.

It is a best practice to assume that most files in an Executive Team may either be a long-term (15 year or more retention) record or scheduled for transfer to the Indiana Archives.

Good luck with managing your records in Teams!

Remember – a little extra effort on the front end, can save a lot of headaches down the road. If you have questions, the Indiana Archives and Records Administration is here to help: erecords@iara.in.gov.